

RICHMOND POLICE DEPARTMENT



11-35 WARRANT AND INFORMATION SERVICES OPERATING MANUAL

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Chief of Police or Designee

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PURPOSE

The Warrant & Information Section is a vital entity within the Richmond Police Department. The Warrant & Information Section is a 24 hour operation. The Warrant & Information Section is essential to the police department; this section is open 24 hours a day and 365 days a year. With the exception of the mail car and the Out-of-Town Warrant Coordinator, all other personnel assigned to the information and warrant section are considered essential employees and are required to report for duty during emergency City closings.

The purpose of this manual is to set guidelines for the management and distribution of paperwork (forms, memoranda, letters, etc.) This manual is to be used in conjunction with the General Orders and Rules and Regulations set forth by the Richmond Police Department. The policies in this manual are intended to ensure uniformity in the duties and responsibilities performed by Information Section personnel. This unit maintains warrants and legal papers that are readily accessible to Police Officers and/or authorized personnel.

EMERGENCY RESPONSE

In the event of a fire, bomb threat, or other emergency sitting, the Sergeant or Police Officer in charge at the Police Information Desk will be responsible for the following:

Post the primary Desk officer at the front entrance door to monitor people leaving the building, and prevent anyone except Emergency Personnel from entering the building until the situation is resolved, and the building is declared safe.

Evacuate the desk area, following the new evacuation protocol and direct employees to their staging area.

Retrieve Master Key & secure Warrant Room Door, then post outside the desk area between the Credit Union and the Desk Officers desk.

Information Desk Supervisors, Police Officers and Office Specialist **are not to touch** the Alarm Panel, unless instructed to do so by the Building Warden or Fire Department.

AFTER HOURS SECURITY SYSTEM ALARM & BUILDING MAINTENANCE PROTOCOL

FIRE PANEL / TROUBLE ALARMS:

If a fire alarm goes off do not shut it off and follow the EMERGENCY EVACUATION PROCEDURE.

If a trouble alarm goes off silence the alarm, and then contact the Department of Public Works at #5990. They will call Richmond Alarm Company who monitors the system. The direct number for Richmond Alarm Company is # 745-1117.

BUILDING MAINTENANCE ISSUES:

For Building Maintenance issues that require immediate attention after hours or weekends (emergency repairs) such as heating/air conditioning, plumbing, lighting, broken door locks, etc, call the Department of Public Works Building Maintenance at ext # 5990.

Anytime it is obvious that the building's temperature is too hot or too cold, Desk Personnel will notify the City Help at ex 5990. They will advise the person of the problem, ask for their name & record the time. Desk personnel will then e-mail OIC of the Information and Warrant section with the time of the call, nature of the problem, and name of the person they talked to.

TELEPHONE USAGE AND ETIQUETTE

1. Greeting: Identify yourself and your department
2. Addressing the caller. There are six basic ways to address a calling party.
 - a. Mr.
 - b. Mrs.
 - c. Miss
 - d. Ms
 - e. Sir
 - f. Ma'am
3. Keep these suggestions in mind when addressing a caller.
 - a. When addressing a male you are always correct to use Mr. or Sir
 - b. The use of Mrs. or Miss is common and generally acceptable when addressing a woman. Some women prefer Ms.
5. Keep personal phone calls to a minimum.

Effective July 1, 1993, Virginia Code 19.2-390 requires the entry of all felony warrants and felony capias into VCIN within 72 hours of receipt. The Richmond Police Department policy is that all warrants are entered into VCIN provided that they have the required information. After all are entered in to Pistol system; the electronic PD-126 forms are compiled and sent to the Department of Emergency Communications to be entered into VCIN/NCIC. These forms are located in Microsoft Outlook under Tools-Forms-Police. Before sending the PD-126 make a copy to keep with the warrant. Then the PD-126 is sent to DEC by clicking on the send button. DEC will then enter the warrant into VCIN/NCIC. Teletype will then send a copy of the document slip depicting the warrants entry. **Once the entry slip is received run a query (F7) on the wanted party to verify the information is correct that was entered.** This copy will be attached to the warrant and stamped with **PLEASE RETURN TO WARRANT DESK AFTER EXECUTED.**

MINIMUM INFORMATION NEEDED FOR VCIN/NCIC ENTRY

Name, DOB, Sex, Race, Height, Weight, Hair, Original Charge if Capias

Inspect all relevant attachments submitted with the warrant/capias. Only 1 warrant can be entered into VCIN/NCIC; therefore if the party has multiple warrants, the most serious offense should be entered in the space designated Offense (Charge). All others should be listed in the designated Miscellaneous ID box. (Including misdemeanors).

- **PB-15'S** will not be entered into VCIN/NCIC
- The Commonwealth Attorney's office (Per Leonard Barry) states we will **EXTRADITE on certain Felonies. (see letter attached)**
- When filling out the electronic form use the drop-down boxes when applicable.
- Always enter all felony warrants into VCIN&NCIC
- Miscellaneous Info box should include the charge and any other additional information (original charge, additional warrants)
- **Warrant Date** is the date the warrant is issued by the court.
- **Only** enter information found on the warrant, the PD 126 if attached to the warrant, the request that is with the warrant from Probation & Parole requesting VCIN entry, DMV information or information received from the QH. Information on the face of the warrant must be used as the primary entry information use the other forms for additional identifiers.
- The **Offense Codes** are **numbers only** and are found in the VCIN ENTRIES Manual
- Make 1 copy of the electronic entry and lay it on the face of the warrant after entering and then place the warrant in the VCIN box.

EXAMPLES

- **Revocation** (original charge **18.2-172, Forgery**) This would be entered as **Probation Violation (5012)** and the charge **Forgery** would be listed in the miscellaneous field as original charge with the offense Code 2589 beside it
- **Indictments** will be entered accordingly listing the most serious offense, with the subsequent offenses listed in the miscellaneous field

When the slips come back from Teletype you will need to do several things

- Pull the warrant from the VCIN box.
- Go into GLINK and run a query on the wanted person (F7) and verify the accuracy of the entry. (The DOW is the Date of the Warrant)
- If all info was entered correct and matches the warrant, stamp the Wanted Person Entered slip with the stamp, attach it to the warrant. File the warrant in the appropriate place.
- If the **entry has any mistakes a modified entry must be sent** electronically to Teletype. You will need to fill out the electronic PD-126 using the correct information and in **the miscellaneous field write modify what field and include the VIC and OCA numbers.**

When warrants and capiases are served they are deleted out of the Pistol system: also an electronic Clear Wanted Person VCIN/NCIC form will be sent to DEC (the information needed for this form is on the document slip that was attached to the warrant.) The document slip is then signed and sent to DEC via intra-City mail.

FUGITIVE DETECTIVE

Procedure to follow when the Information/Warrant Services personnel are notified that a fugitive has been arrested.

When Warrant Services is notified that a fugitive has been arrested this information is placed in the fugitive detective's box. The warrant may be faxed to another State to assist that jurisdiction regarding extradition proceedings. Be advised another state cannot serve a Richmond warrant; therefore you will not receive an executed copy from the jurisdiction holding this subject. Place the warrants back in the fugitive detective's warrant box, with information as regarding to the situation, and location of arrestee.

The following list contains some items that fit these criteria, but is not all-inclusive.

1. Teletypes pertaining to VCIN/NCIC hits.
2. Information pertaining to out of state fugitives. (Teletypes, Faxes, etc)
3. Paperwork, (copy of warrant, CCRE, etc) showing that a fugitive has been arrested in the city. This is needed for court the next day.

WARRANTS FAXED TO OTHER DEPARTMENTS

This directive will address the procedures to be followed when another jurisdiction is requesting a Richmond warrant. This directive does not affect the Executive Order that establishes the procedure to be followed, with the Henrico County Police Department.

Be cognizant of who is requesting the warrant, if a Correctional Facility is requesting a warrant, ensure that they have someone on-hand that can serve the paper. If not, the warrant should be sent to the law enforcement entity that has jurisdiction in that area. (If necessary consult with a supervisor or senior employee on-hand before faxing)

*Warrants are not to be faxed to other jurisdictions unless they have the suspect in custody and warrants shall not to be faxed to Security Agencies.

1. A fax cover sheet will be sent out with all faxed warrants. The Fax cover sheet will be filled out in the following manner.
2. When faxing warrants to other jurisdictions, please inform them that an executed fax is needed before we can clear the warrant out of our system. Also politely, ask regarding an ETA, for receiving the executed fax. (Try to ensure, before EOT, that you have received copies of all faxed warrants to other jurisdictions.)
3. After Richmond warrants are faxed, it will be maintained in the appropriate day file box in the rotary file. Indicate in Pistol in the warrant module under tracking that the warrant was faxed and to whom. When a served copy of the warrant is received back, a copy and all paperwork faxed will be placed in the 31-day file (blue folders). Also the original warrant and a copy of the executed fax will be sent back to the court of origin.
4. Before faxing a warrant to a jail on second hand information, verify that the person is in that jail.

**DO NOT LEAVE ORIGINAL WARRANTS LYING AROUND
THE FAX MACHINE**

5. Remove worksheets from warrant before sending it to the court and put the name of the serving agency and officer on it (See warrant deletion directive for more information).

6. If requested to fax a warrant Out of State remember to write “copy” across the warrant! Remember it cannot be served but it can be attached to the hit confirmation to hold the subject on until our Fugitive Detective goes to get the subject.

ALERT WARRANTS

Warrants with alerts to call a detective/officer will be placed in the ALERT warrant box. When a detective/officer puts an alert on a party with a warrant, that detective/officer will call the warrant room and tell the officer that an alert has been entered on that person. The warrant room officer will pull the warrant(s). The warrant room officer will then pull up each warrant in Pistol and in the OrgCpy box type in “alert box”. The warrant(s) will then be filed in the alert box alphabetically.

When an officer calls in to serve an alert warrant, the warrant room officer will pull the warrant(s) and page or call the detective listed in the alert. If the det/off does not respond within a reasonable amount of time, the immediate supervisor of that det/off will be contacted. If the supervisor does not respond in a reasonable amount of time, the warrant officer will elevate to calling the Lieutenant of the det/off. The warrant room officer will also log all relative information in the ALERT LOG BOOK i.e. date, time, warrant #, name of subject, arresting officer, who is paged, time paged, time paged person calls back, any comments they may have about the alert. Also let the arresting officer know what is going on.

Juvenile warrants are handled the same as above except they are placed in the juvenile ALERT BOX.

All officers must be made aware of an ALERT on any subject whether that person is wanted or not. For instance, if an officer request a warrant check and no warrant exist, but an ALERT does, it is the responsibility of the warrant officer to advise the inquiring officer of the ALERT. Likewise, if a warrant and ALERT exist, the warrant officer must notify the inquiring officer of the ALERT.

WARRANT ENTRY

1. ENTERING WARRANTS INTO PISTOL
2. OPEN PISTOL
3. CLICK WARRANT MODULE
4. CLICK "ADD" ON BOTTOM ROW
5. WARRANT NUMBER IS AUTOMATICALLY ASSIGNED
6. TYPE- IS TYPE OF WARR. - HIT F2 KEY AND SELECT
7. ISSUED DATE –DATE WARR ISSUED
8. ISSUED BY- HIT F2 KEY AND SELECT
9. CHARGE- IF HAVE CODE SECTION CLICK GRAY CHARGE BOX AND TYPE IN THE CODE SECTION FAST! IF CORRECT SELECT OK. IF NO CODE SECTION IS GIVEN CLICK IN THE GRAY DICRIPTION BOX AND TYPE IN THE FIRST FEW LETTER OF THE CHARGE. WHEN THE CORRECT ONE IS FOUND CLICK OK.
10. F/M – IS IT A FELONY OR MISDEMEANOR WARRANT? SHOULD SET AUTOMATICALLY
11. DOCUMENT #- DOCUMENT NUMBER FROM THE WARRANT (Not ibr #.) IF ISSUED FROM THE COURT THE # IS OVER TOP SUSPECT NAME. IF COMING FROM MAG THE # IS ON THE FAR RIGHT BOTTOM SIDE
12. EXPIRATION DATE- SHOULD AUTOMATICALLY BE DONE

13. STATUS-AUTOMATICALLY DONE
14. DATE-AUTOMATICALLY DONE
15. OBTAINING OFFICER – OFFICER WHO TOOK OUT WARRANT LAST NAME
16. IF DROP DOWN APPEARS FIND NAME AND CLICK ON OK
17. NAME- ENTER ONLY LAST NAME, THEN FIRST NAME!!! PUSH THE TAB KEY 3X'S AND A NAME SCREEN DROPS DOWN. ATTEMPT TO FIND THE
18. SAME NAME AND DOB & SS#. IF YOU FIND ONE THAT MATCHES CLICK USE THEN ADD MIDDLE NAME AND SUR NAME IF HAVE ONE. DO NOT CHANGE THIS NAME. CREATE AN ALIAS IF DOB & SOC MATCH AND A DIFFERENT NAME. (IF COMPUTER HAS A MIDDLE NAME AND YOU DON'T, ON THE WARRANT LEAVE IT. IF OTHER INFO MATCHES.) IF YOU CAN'T FIND ANY MATCHES CLICK ADD BUTTON TO CREATE A NEW MASTER RECORD FOR THE PERSON. THEN FINISH FILLING IN THE REST OF THE BOXES OR CORRECTING THE INFO ALREADY THERE. ALWAYS SAVE OLD INFO TO HISTORY IF YOU CHANGE IT. THEN CLICK "USE" FILL OUT THE BOTTOM SECTION
19. IF THE DETECTIVE GIVES YOU AN **ALERT** SLIP ADD THIS INFORMATION ON PAGE TWO OF THE WARRANT SCREEN IN THE NOTE BOX RETURN TO PAGE ONE CHECK ALL INFORMATION, IF CORRECT CLICK SAVE THEN GO TO THE LEFT SIDE AND CLICK ON WORKSHEET.
20. THEN PRINT 2 OF THE FIRST WORKSHEET AND PRINT ONE OF THE SECOND WORKSHEET
21. **VERIFY** ALL INFORMATION ON THE WORKSHEET MATCHES THE WARRANT INFORMATION AND IF SO ATTATCH 1 COPY OF PAGE 1 AND THE COPY OF PAGE TWO TO THE WARRANT. FOLD THE OTHER WORKSHEET AND FILE IT IN THE ALPHABETIZED ADD BOXES
22. WHEN APPROPRIATE, PRINT OUT WARRANT LETTER AND SEND TO OFFENDER.

LOCATING WARRANTS IN PISTOL

1. OPEN PISTOL
2. CLICK ON THE NAME MODULE
3. CLICK ON SEARCH ON THE BOTTOM ROW
4. TYPE IN THE FIRST COUPLE OF LETTERS OF THE LAST NAME AND THE % MARK
5. HIT TAB
6. TYPE IN THE FIRST COUPLE OF LETTERS OF THE FIRST NAME AND THE % MARK
7. CLICK ON VIEW

8. A LIST OF NAMES SHOULD APPEAR GO THROUGH THE LIST TO FIND THE PARTIES NAME
9. DOUBLE CLICK ON THE PARTIES NAME AND THIER NAME SCREEN WILL APPEAR. IF THE PERSON HAS ANY WARRANTS A **NUMBER AND WAR** WILL APPEAR ABOVE THE PERSONS FIRST NAME
10. YOU CAN CLICK ON THE **NUMBER AND WAR** OR YOU CAN CLICK ON INVOLVE. THE BEST WAY TO CHECK IS TO CLICK ON INVOLVE.
11. AFTER YOU CLICK ON INVOLVE THE INVOLVMENT SCREEN APPEARS ACTIVE WARRANTS WILL BE HIGHLIGHTED IN YELLOW
12. DOUBLE CLICK ON ONE OF THE HIGHLIGHTED WARRANTS AND THE WARRANT SCREEN WILL APPEAR SHOWING THE INFORMATION ON THAT WARRANT. DO THIS FOR EACH WARRANT THAT IS HIGHLIGHTED

PULLING WARRANTS

When pulling a warrant to be served, pull the control card and place the control card in the box marked warrant deletions. By doing this it shows you whether a warrant has left the desk area with the warrant document slip still attached.

HANDING OUT WARRANTS TO OFFICERS

When an officer picks up a warrant to be served, hand the officer the warrant slip first. Have them sign it legibly also put their code#, date, location where it is to be served. Have them do this anywhere on the top half of the slip.

DO NOT GIVE THE WARRANTS OUT UNTIL THIS HAS BEEN DONE.

WARRANT STATUS CHANGE

1. OPEN PISTOL
2. CLICK WARRANT MODULE
3. CLICK SEARCH ON BOTTOM ROW
4. TYPE IN WARRANT NUMBER
5. CLICK VIEW
6. CLICK TRACKING IN UPPER RIGHT CORNER
7. CLICK ADD
8. HIT F2 TO PICK THE TRACK CODE HIGHLIGHT THE CODE AND CLICK OK
9. TAB ONCE (DATE IS DONE AUTOMATICLY)

10. TAB ONCE AGAIN AND TYPE IN THE SERVING OFFICERS LAST NAME OR CODE NUMBER, IF THE SERVING OFFICER IS FROM ANOTHER JURISDICTION ENTER YOUR CODE NUMBER. ENTER THE OTHER JURISDICTION OFFICER IN THE NOTES BOX
11. TAB ONCE, ADD ANY RELEVANT INFORMATION PERTAINING TO THE SERVICE OF THE WARRANT. (location served)
12. CLICK SAVE.

DO THE ABOVE FOR EACH WARRANT

Date and sign the warrant document slip. Put your code number on the slip. This should be done beside the party's name. Put the slip and the control card in the delete to hold box.

DELETE SHEETS

These sheets are compiled from Pistol (see directions below). It makes it easier to check the sheets if you alphabetize the delete slips. After the deleted warrant slips are checked off of the delete sheet, the warrant slips can be shredded. (If a slip does not appear on the delete sheet, check to make sure the warrant has been deleted properly **DO NOT** just shred it.) Morning shift will check these each morning and file.

TO GET A PRINTOUT OF WARRANT VERIFICATION REPORTS

1. OPEN PISTOL
2. OPEN THE WARRANT SCREEN
3. CLICK IN STATUS BOX-HIT F2 KEY AND DOUBLE CLICK WHAT YOU ARE LOOKING FOR. (SERVED WARRANTS, RECALLED BY COURT, ACTIVE, ETC.)
4. THEN TYPE THE DATE IN THE NEXT COLUMN IF YOU ARE LOOKING FOR A SPECIFIC DATE.
5. CLICK VIEW (YOU GET A SEARCH RESULT WINDO AT THIS POINT)
6. CLICK ON THE DROP DOWN ARROW BESIDE THE SORT BY BOX (TOP LEFT OF WINDOW)
7. SCROLL DOWN TO "NAMEDESC" AND CLICK ON THIS ONCE TO ALPHABETIZE THE LIST.
8. THEN CLICK "SELECT" ON THE TOP RIGHT HAND SIDE OF THE WINDOW.
9. A WARRANT SCREEN WILL APPEAR, CLICK ON "OPTIONS" BUTTON AT THE BOTTOM OF THE SCREEN BESIDE THE VIEW BUTTON.
10. A REPORT OPTION SCREEN WILL APPEAR, CLICK ON THE "RESET" BUTTON WHICH IS IN THE MIDDLE, AND RIGHT SIDE OF SCREEN.
11. SCROLL DOWN AND DOUBLE CLICK ON THE ITEM YOU WANT

12. FOR WARRANT VERIFICATION SHEETS YOU NEED

- a. NAMEDESC
- b. WANT –ID
- c. DISPCODE
- d. DISPDATE- (CLICK YES WHEN THE WINDOW POPS UP ABOUT REMOVING THE TIME.)

THEN CLICK PRINT AND NAME THE PRINTER. IF RUNNING A WARRANT VERIFICATION SHEET YOU WILL NEED TO DO THIS 3 TIMES BY CHANGING THE STATUS BOX EACH TIME.(SERVED, RECALLED, UNSERVABLE)

RECALL OF PROCESS

When a court recalls a warrant, the following procedure shall be followed **ASAP** so the warrant can't be served!

Procedure

1. Time/Date Stamp the recall slip when received and also sign the bottom of it and include your code #.

Locate the warrant and pull the card. Verify the information that is on the warrant matches the recall requests. (Court, Docket number, date issued)

2. Pull the document slip from the warrant if all matches and write on it Recalled, and by which court. Change the status of the warrant to Recalled By Court in pistol. After changing the status, place the document card in deletes to hold bin.
3. Make a **copy of the warrant** and a **copy of the recall slip**.
4. **Staple the copy of the recall slip to the top of the original warrant** and place in the court box.
5. **Staple the original recall slip on top of the copy of the warrant** and place in Pam Bookers tray.

UNLOCATEABLE WARRANTS

When you attempt to locate a warrant and you are unable to find it you will need to fill out one of the attached sheets. The form is self-explanatory and all the blanks should be filled in from the warrant screen containing the information. The day shift will be responsible for contacting

the courts for the final disposition and that officer will complete the rest of the form and make the final disposition in the warrant screen. Final disposition and disposition officer are to be filled out by the officer that clears the warrant from the system or finds it.

MAIL CAR ASSIGNMENTS

This directive designates the mail car assignment. (If the mail person is sick, it is the responsibility of the Information Section)

1. Get the criminal summons logbook ready for court. (Make sure all summons and warrants are logged on the respective court sheets.)
2. Retrieve mail for all courts, inter city mail, mail needing postage, postage mail, traffic/SOD mail, training division mail, organized crime division mail, and commonwealth attorney mail, from the mailroom.
3. Pick up Traffic Court mail from the Main St. Post office and drop off postage mail.
4. Go to the "A" deck mailroom at City Hall and drop off inter city mail and postage needed mail. Pick up mail for the Police Department from the mailroom.
5. Respond to the John Marshall Court building and drop off mail/summons for Traffic Court and pick up mail/warrants for Police Department. Drop off and pick up mail at the Commonwealth Attorneys office on the first floor.
6. Respond to General District Court North and drop off mail/summons and pick up mail/summons for the Police Department.
7. Respond to Property Section and drop off mail and pick up outgoing mail.
8. Respond to Juvenile Court and drop off mail/summonses and pick up mail/warrants for the Police Department.
9. Respond to Organized Crime Division and drop off mail and pick up out going mail.
10. Respond to Manchester Court and drop off mail/summons and pick up mail/warrants.
11. Respond to the Police Academy and drop off mail and pick up out going mail.
12. Respond to Traffic/SOD and drop off mail and pick up outgoing mail.

13. Respond to the Post Office in the 1600 block of w. Broad St. and pick up the Police Departments Mail.
14. Respond back to Headquarters and sort mail.
15. Respond to Warrant Services and drop off all warrants that were picked up from the courts.
ALL WARRANTS ARE TO BE PLACED IN THE WARRANT ROOM IN THE BOX MARKED TO BE LOGGED.
16. Take mail to Chief, Deputy Chief, and Lt. Colonel. Pick up out going mail and sort in mailroom.
17. Log in new subpoenas.
18. After logging in subpoenas respond to each precinct and drop off and pick up mail.
19. Respond back to Headquarters and sort mail from the Precincts.
20. When the mail assignment is finished respond to the information desk to assist them until EOT.

CIVIL PAPERS

This directive designates procedure to be followed when the Warrant Section is in receipt of a Civil Paper.

Members of Crises Intervention Unit deliver temporary Detention Orders to the Warrant Section. The Crisis Intervention Unit is located at 107 S. 5th St. The 24-hour phone number is 819-4100.

When receiving one of these papers you will need to do several things.

1. Look the papers over for the location of the defendant and which jurisdiction will handle the transport to where they are going and also verify that it is signed by the magistrate.(the jurisdiction where the suspect lives needs to handle the transport.)
2. Log the paper in the logbook and leave it there until it is picked up. (All boxes must be filled out completely except the serving information when logged.)
3. Contact Communications to advise them of the paper and get the CAD number assigned to the call if the party is to stay in Richmond. (If the Defendant is to go out of the City limits and is already at the Hospital, call Sheriff Transportation (if they are a city resident) to advise them of the paper and generate a case number. If the defendant is at another address and needs to be medically cleared first at a hospital here we contact communications and they

will log a unit to get the paper and to take the party to the hospital. While at the hospital have the receiving officer contact sheriff's transportation if going out of town. Once the Officer/Deputy picks up the paper, log it in the log book-the date picked up, who served/picked it up, and the personal service box)

- 4 If the person needs to be transported by another jurisdiction have D.E.C. send them a teletype.

TDO's not executed within the 24-hour period, if specified, are invalid and shall be returned to the magistrate's office.

CIVIL PROCESS LOG SHEET

The civil process log sheet information is used to track civil papers that come into the possession of the police department following the requirements of departmental accreditation standards. The form is to be filled out completely and retained.

EMERGENCY PROTECTIVE ORDERS

The following procedures will be followed The Warrant Section will maintain care and control of all EPO's until service or expiration. At that time the EPO will be sent to the court of Jurisdiction. The EPO Maintenance Log will be utilized to maintain these documents. When EPO's are turned in at the desk, the employee will request the 4 digit IBR number that precipitated the EPO being attained: or request the Officer to generate an incident number to be placed in the line designated Court Case Number, on the Data Entry Form, and the maintenance log.

All Emergency Protective Orders will be entered into VCIN, utilizing the EPO; Data Entry Form, This form will be filled out, and a copy will be placed in the EPO Maintenance Log, the original will be sent to Teletype, to be entered into VCIN. If an EPO that is logged into the Logbook gets served it needs to be modified in VCIN by using the Data Entry Form to show service on the respondent. If a police officer takes a logged EPO to serve on the respondent make sure they know to bring the served copy back so we can do the VCIN modification.

Upon entry Teletype will send a document slip indicating the EPO's entry into VCIN. This document slip will be **attached** to the EPO, and both will be maintained in the Maintenance Log.

The original EPO will be maintained until expiration or service, during which it will be maintained in the front sleeve of the Logbook. Upon service or expiration, EPO's will be sent back to the court of jurisdiction. If the EPO is not served when sent back to the court of jurisdiction note this in the Logbook and when you sent it back in columns 13 through 16. when the Warrant & Information Section is in receipt of an Emergency Protective Order issued by a Richmond Magistrate or designee of the court.

PERMANANENT PROTECTIVE ORDERS

This directive establishes procedures to be followed regarding Permanent Protective Orders. Copies of Adult Protective Orders are maintained on file at the Warrant & information Section until they expire. Officers can verify if an order exists by contacting Unit 899.

Enter the information into the designated Warrant Section computer file (fox head icon). Enter it by the Respondents last name. File the protective order in alphabetical order, by last name of respondent.

Protective Order Inquires ~ Access the Protective Order screen on the Warrant Section computer. Query by last name of the respondent or petitioner.

Expired protective orders will be purged from both systems on the last day of the month by day shift personnel. Protective orders are not active until served on the respondent.

PROCESSING COURT SUBPEONAS

Subpoenas delivered to the Warrant & Information Services Section should be accompanied by a master sheet indicating the name of each officer that a subpoena has been issued for subpoenas will not be accepted without a master sheet.

Receiving subpoenas from bearer

1. Compare each subpoena with the master sheet.
2. Irregularities will be noted on the master sheet and the paper returned to the bearer
3. Information Desk personnel will check all subpoenas to ensure there is adequate time for service.
4. If the court date is less than (48) hours, notify a supervisor for that Officers assignment.
5. Sign and date /time stamp the master sheet
6. Give a copy of the master sheet to the bearer.

Separation and Distribution of subpoenas

1. Determine the location where officers are assigned.
2. Log subpoenas in appropriate assignment logbook (1st. Precinct, 2nd Precinct, etc).
3. Place the master sheet in Pam Bookers Mail box
4. Information Desk will identify all subpoenas that have a court date less than 3 days.
5. These subpoenas will be logged into RUSH SUBPOENA logbook. Information desk personnel will call all work areas of the Officers listed; they will request to speak to a supervisor or a responsible party. They will pass on the subpoena information. Information

Desk personnel will record time, date and to whom they spoke. Once these notifications are made, follow the stated procedures. Supervisors or designee will pick up and sign subpoenas.

MERCHANT INDEX CARDS

Merchant Index Cards are utilized to contact Business and Residential key holders in case of emergency. When the Information Desk is in receipt of merchant index cards, the Information Desk personnel will enter the information into the computer directory designated for merchant index cards (fox head icon) and the original will be maintained in the merchant index card file.

MISSING PERSONS ~ ADULTS AND JUVENILES

This directive designates procedure regarding Missing Persons. The IBR Report titled Missing Person will be utilized when compiling a missing person report, whether the victim is an Adult or a Juvenile. Information Section employees will take missing person reports, as long as extenuating circumstances don't exist. See supervisor if unsure. (If told to make a report by a Youth Services Detective or Supervisor do so, also and note that in the narrative) Reports will not be taken over the telephone.

RECEIPT OF MISSING PERSONS IBR

1. Check for accuracy and completeness before Officer leaves. If a person is a Juvenile or if extenuating circumstances exist, ensure the report is signed in the designated area.
2. Date/Time stamp the report.
3. Fill out an electronic All Units Broadcast Form giving all the information from the form concerning the missing person.
4. If the person missing is a Juvenile or an adult with one of the 3 reasons checked fax the front and back of the report to Teletype for entry into VCIN. (If an adult is missing and the report is not signed or none of the applicable conditions apply do not fax it to Teletype.)
5. Log the missing person into the MISSING PERSON LOG BOOK. Make 2 copies if the report and place 1 copy in Data Ops tray to be entered into Pistol and place the other copy in the Original report tray. **Put the original report in the Missing Person Log Book.**

CRIMINAL SUMMONS LOG BOOK

Warrants executed by Richmond Police Officers are logged into the Criminal summons Log Book, maintained at the Information Section. Warrants executed by other localities VCU, Capital

Police, Va. Union, etc. **are not logged in** but can be placed into the book. The log sheets are for the following:

1. General District Court North.
2. General District court South (Manchester).
3. Juvenile and Domestic Relations Court.
4. Traffic Court North.

Procedure:

1. Give the Officer the appropriate Court log sheet.
2. The Information Section employee receives the sheet, warrant, and **CCRE**. Check for accuracy, and then sign the court sheet, acknowledging receipt of the paper.
3. Attach the warrant to the CCRE, and place them in the appropriate file in the Log Book.
4. Return the Log Book to its locked drawer.

OUT OF STATE TRANSIT PERMITS

Out-of-State Transit Permits are to be used only upon receipt of a completed Certificate of Death. This is required for transportation and disposition of a dead body, which is to be transported out of the State of Virginia.

Procedure:

1. Review the Death Certificate for accuracy and completeness. If the required information is not on the Death Certificate, return the Death Certificate to the bearer to be completed.
2. Transfer the information from the Death Certificate to the Transit Permit
3. After the Transit Permit is completed, return it to the bearer. The Death Certificate is placed in an envelope and sent to the Health Department, 600 E.Broad St., via Intra City mail.

Re-supplying Out of State Transit Permits

The Transit Permits can be picked up at 600 E. Broad St. Room 621

FURLOUGH LOGBOOK

The Department of Corrections allows certain inmates furlough. When an inmate arrives in the City, he/she is required to report to the police where they will be staying and for how long. This

is usually accomplished with a form letter given to the inmate to be signed and dated by the Police Department.

Procedure

1. Receive letter from the inmate. (Ask for ID)
2. Check dates for accuracy.
3. Date-timestamp. Sign and put code number on the form.
4. Make 1 copy of the letter and ID together.
5. Log the information into the furlough logbook.
6. Put the copy of the letter/ID in the Furlough Logbook.
7. Return the original letter and ID to the inmate.

Note: ID is not always available.

ANIMAL BITE REPORTS

Animal bite reports are to be forwarded to Environmental Health, 600 E. Broad Street, Rm 618.

AUTO THEFT ~ PINK AND BLUES

When a vehicle is reported stolen, unauthorized use of the vehicle, or a carjacking and the vehicle has not been recovered, Pink and Blues must be filled out by the Information Desk Personnel. The Information Desk personnel will compile the hard copy of the pink and blue. (an example is attached) After the Pink & Blue is compiled the Information Desk Officer must run the information given on the MDT to verify accuracy. The Information Desk will verify the vehicle ID number through the VIN assist program to verify if the VIN is good. If all information is accurate, an electronic pink and blue will be compiled and sent to Teletype who will enter the vehicle into the VCIN System. The Information Desk Personnel sending the Pink and Blue then must compile an electronic **All-Unit** to send to Teletype. The hard copy of the Pink & Blue will be placed in the Teletype tray.

If it's an **unauthorized use, Carjacking, taken in a B&E, or anything unusual** it must be indicated on the Pink and Blue and the All-Unit along with all of the suspect's information and if a weapon was displayed.

*If the officer reporting the pink and blue doesn't have the vehicle ID number we can't take it.

TOWED VEHICLES

When an Officer or a Tow company calls in a vehicle that has been towed you need to enter it into the computer.

1. Double click on the Fox head icon on the desktop.
2. You then click on the towed vehicle bar.
3. Click on the vehicles by license bar.
4. Click on the ADD button on the bottom.
5. Fill in the boxes with the appropriate information. When entering license and VIN #s do not use spaces, slashes, or dashes.
6. In the Compiled by box put your last name, or you can put your code number in with your name if you like.
7. After you fill in all the blanks click on the print button.
8. Another screen will appear click print on that one to.
9. Another screen will appear on this screen you need to open the drop down box of the printer names. Click on the printer named "\\ecc-d1\ecctty_vcin." Click on ok and you are finished.

Police Officers may also bring a tow slip to information desk to be entered into the system use the same process as above.

SEIBERTS ~ When Seiberts tows a vehicle they fax us a list of the towed vehicles. These list need to be taken off of the fax machine, punch holes in them with the three hole punch and place them in the tow log notebook. This book is kept on the bookshelf in the information desk area. You only need to keep thirty days worth of tow slips in the logbook.

ALERT BOOK

The Alert Book is used for contacting Detectives, Commonwealth Attorneys, Juvenile Intake, etc. after normal business hours. When an Officer or Supervisor calls in looking for a number look in the Alert book or on the desktop of your computer under "CALLBACK". Some of these numbers are the persons home phone numbers so do not give them out unless you are sure who you are talking to. Otherwise get the requesting Officers or Supervisors number and any pertinent information and call the person they are requesting yourself.

When one of these areas sends us a callback list make a copy and put it in the alert book removing the expired one in the process. (Make sure all the information is expired before removing it) Also save it to the desktop under "CALLBACK" in the appropriate folder.

REPORTS TAKEN AT THE DESK

This directive provides Warrant Section personnel procedures to follow when handling walk-up customers and telephone request for Incident Reports. Individuals requesting Incident Reports or service that requires a police response will be transferred to the Department of Emergency Communication. The following are Incident Based reports that will not be made by the Warrant Section:

- Homicides
- Sudden Deaths
- Rapes
- Sexual Assaults
- Vehicle Accidents
- Breaking & Entering (except unattached utility buildings)
- Accidents on City Property
- Robberies
- Aggravated Assault
- Juvenile Missing Person (unless the juvenile is over the age of ten)
- Domestic Assaults

No reports will be taken over the phone.

FRONT LOBBY

Personnel working the front section at the Information Desk are responsible to keep the area in the front clean. The desk areas at windows 1 & 2 should have only work-related papers/forms on the desktop. No personal items should be placed on the desk! Others are capable of sitting there while you are on break or busy doing something else and shouldn't have to move anything and should be able to just sit down and take over should you not return. When working the front area you have numerous tasks to perform and are responsible for numerous things. Some which include but are not limited to:

- Assisting the public
- Taking non-serious IBR reports unless told by a supervisor to take the report.
- Receiving all IBR reports from the officers and date/time stamp each report (including accident reports and the missing person/runaway reports.
- Copy all reports and sort to proper locations

- Receiving the TDO's, ECO's, EPO's and following the proper procedures
- Keeping check on the fax machine
- Sending all expired civil papers to the proper location once the date has passed.
- Answer the phones
- Before leaving the area for whatever reason let the supervisor know you are leaving
- When 2 people are working the front try to make sure the other is there when you leave. If only 1 person is working the front make sure someone else can come up front until you get back.
- Handle all out of state transit permits
- All unfinished work needs to be completed before taking a break.
- All unfinished work needs to be communicated to your relief.
- Shredding the paper in the shred box.
- Doing all work in a timely manner.
- Faxing warrants

In order to keep traffic and noise inside the info desk and warrant area down to a minimum, do not allow any unauthorized persons to remain in the vicinity. Those authorized are assigned to the Records and Technology Unit, Overtime personnel and Command Staff. Anyone else must have a specific need to remain.

When an officer or other employee comes to the window and wants to go back to Central Records, ask which individual they want to see and call the person to come forward to escort them.

Keys

All keys that people borrow from the Information Desk need to be signed out no matter who checks them out. There are two different key log sheets. One is for the master key. The other is for any other key that is checked out. Both sheets are self-explanatory. The sheets are kept in the notebook titled "HEADQUARTERS KEY LOG". This book is kept on the bookshelf in the Information area. The key for the Key Box is kept on a hook beside the Warrant 2 Computer. These keys are to be checked out by Police department personnel only do not let credit union, magistrates, etc to check them out.

Vendors

Vendors and DPW have a separate logbook for signing out their passes and card key. This book is kept with the other key logbook

Forms

All the forms we use in the different Log Books and the P.D. 131, and the Faxed Warrant cover sheet are stored in the computer. To access these forms click on MY COMPUTER on the desktop:

1. Click on 899 which is the X Drive
2. Click on 899 FORMS folder
3. Click on the appropriate form
4. Click on File on the tool bar
5. Click on Print
6. Click on the printer drop down and highlight the printer [\\RPD-PS-01\HQ1-RCDC](#)
7. Click on how many copies you want
8. Click OK and you are finished

Exclusion Forms

Exclusion forms are used by the Police Department to ban people from city parks that they consider detrimental to the good order required while using a city park. When the Information Desk is in receipt of an Exclusion form, the Information Desk personnel will enter the information into the computer directory designated for Exclusion forms (fox head icon) and the original will be given to the Information Services secretary to be filed alphabetically. When entering the information into the computer enter the last name first.

PERSONNEL

The Warrant and Information Services consists of both sworn and civilian (OSS II) personnel, with a minimum staffing of three per shift, one of which must be sworn. Sworn personnel are selected through the Department's transfer process and civilian personnel are selected through the City's application process.

TRAINING

Computer experience is preferred for all personnel working in the Warrant and Information Services. Once assigned, all personnel will be sent for VCIN training for either A or B certification. All sworn personnel will attend their mandatory 40 hour training. All employees are encouraged to attend any Department or other training that is made available.